

Class Concept

This is professional work in planning, developing, and administering a quality assurance program as would be found in a mental health program, regional intellectual disability center, neuro-medical facility, drug/alcohol treatment center or psychiatric hospital; or conducting quality control reviews of programs such as Aid to Families with Dependent Children and other similar social work programs. Work involves conducting quality control reviews and providing technical assistance and consultation to management and staff on interpretation and application of quality of care standards and application of certification requirements. Work also involves developing assessment tools/data collection methods, integrating these with patient care and administrative records systems in order to identify service delivery/compliance problems, and participating in the alteration of systems as necessary. Employees are responsible for the timely recognition of service delivery/compliance issues, advising management and staff during the development of a corrective action plan, monitoring the implementation of the plan, and representing the facility in negotiations with certification agencies. Depending on the setting, the employee reports to a higher-level program manager but may report to the facility director.

Recruitment Standards

Knowledge, Skills, and Abilities

- Working knowledge of quality assurance program practices; planning and development of assessment tools and techniques to include use of software and reporting mediums.
- Ability to develop recommendations to solve problems in different program service areas by assisting in planning goals and developing deficiency resolutions.
- Ability to provide technical assistance, consultation to staff.
- Ability to exercise judgment and discretion in interpreting and applying quality standards, policies and procedures.
- Ability to communicate effectively with professional and administrative personnel.
- Ability to maintain effective working relationships with various staff.
- Ability to assess problems and coordinate resolutions with various parties.

Minimum Education and Experience

Master's degree in psychology, social work, education, health, business administration or related human service field from an appropriately accredited institution and two years of experience in professional level treatment programming for the applicable client population; or

Bachelor's degree in one of the fields listed above from an appropriately accredited institution and three years of experience as indicated above; or an equivalent combination of education and experience.